



**U.S. ARMY MEDICAL DEPARTMENT  
CENTER OF EXCELLENCE FOR CUSTOMER RELATIONS**

***CUSTOMER RELATIONS TRAIN-THE-TRAINER  
COURSE EVALUATION***

***June 24, 2004***

**1. How would you rate this course overall?**

☒ **27** Excellent

☒ **4** Very Good

☐ Good

☐ Fair

**2. Did you find the materials relevant and useful?**

☒ **29** Yes

☒ **2** To some degree

☐ Not at all

**3. Were the goals and objectives clear?**

☒ **30** Yes

☐ No

☐ Some were, some were not

**4. What were the positive or negative lessons from the course?**

**SEE ATTACHED**

**5. Do you have any suggestions for improvement?**

**SEE ATTACHED**

**6. Would you recommend this course to others?**

☒ **31** Yes

☐ No

☐ Yes, with changes

**7. Did the instructors keep your interest and enthusiasm?**

☒ **31** Yes

☐ No

☐ Sometimes

**8. How did you hear about this course?**

**SEE ATTACHED**

**9. Further comments? (Please continue on reverse).**

**SEE ATTACHED**

*Constructing*

*Corporate*

*Cultural*

*Change*

## **RESPONSES:**

### **3. Were the goals and objectives clear?**

Did not go over goals and objectives.

### **4. What were the positive or negative lessons from the course?**

This course was the BEST!!! I wish it was longer! This command needs the positive outlook each and every day. Mike you are wonderful! You should become a public speaker and touch people even more.

Loved the 'can-do', anything is possible 'attitude'. Loved the open-ness to creative solutions for problems. There was perhaps a bit too much repetition of material.

The instructor can keep the audience will engaged.

Makes you more aware of how you are perceived and how you perceive others. Good insight on how you affect others.

Positive attitudes, use the golden rule, being happy with yourself, your job first. More reliable examples how it relates to our specific clinic/area/dealing with negative comments in the best way.

I really love the way Mike delivers his points. There's no negative things that I noticed. It was very entertaining.

The entire course has had a positive impact in customer relations.

Course very interesting, keep my attentions, personal experiences really added to overall class.

Positive stories, actual experiences.

The most positive was the speaker. Mike is awesome!!

The course was great and a wonderful template for localized training. There was little too much emphasis on "enhancing the program" section. This would be beneficial in a more executive based trainer program.

Great program! It passes the common sense test. Would recommend all to adapt.

The whole course was extremely positive! The concepts and principals were a breath of fresh air and opens limitless possibilities for customer relations!

I learned about how perception is everything.

Positively make it fun!

Excellent presentation and excellent speakers. I really believe the senior leadership should have been in this course. It needs to start from the top.

Reminder for people of their qualities and some behavior that sometimes we don't take in consideration.

I don't totally agree with the philosophy of do everything for yourself! I personally feel that I do the right thing to glorify God. Not to make myself feel-good, but, I understand that you can't preach that message. I just felt I had to say what was on my heart every time I heard selfishness & do it just for yourself to make you feel good!

Positive - very good for a review of yourself and how you treat / deal with others.

Negative – Really made me really look at how I treat /deal with some people.

Super real life experiences related to customer relations. Excellent support for idea that providing Outstanding customer service is not brain surgery or rocket science.

Good presentation. Speaker-outstanding! Entertaining and educating at the same time!

I have learned/recognized to find the positive out of situations/people.

Instructor was outstanding.

Mike Meines is a great instructor.

Integrated great scenarios and customer relations techniques and lectures. All were feasible factual.

## **5. Do you have any suggestions for improvement?**

Excellent course, make it longer.

Your presentation (especially examples of what programs to think about possibly implementing in our MTF) is geared for large facilities. We are a small BMC with limited personnel and even more limited money.

I wish we could have done the 4-day course.

No, everything was excellent. Mike is a dynamic captivating speaker, awesome!

Maybe some group activities.

None! The whole course was outstanding.

Not yet because you have covered everything. Awesome!

No. It was a great course.

Send all the senior staff (CO, XO, CMC, and SEL) through this training to better understand internal customer relation skills.

Presentation and course is perfect!

No.

Some of the examples provided were very unique and unlikely to happen at this small clinic. Would have appreciated more realistic day to day examples. You have much more staff and support available to you than this command is willing to provide.

Avoid generalizations about the various generations, most don't apply to military audience, or are insulting.

No improvements. But, maybe somehow tie in teamwork course among staff members to this outline.

Class members in CS roles and expected to teach ought to have some special information concerning conflict resolution methods.

Free lunch included..just kidding! I can't think of any improvements this class needs at this time.

Only to make sure the facility has water/coffee available for breaks.

Nothing. This is an excellent course.

After lunch, try to minimize stories so that interest is maintained on topic lectures.

## **8. How did you hear about this course?**

Command Education & Training

Through the command

Chain of command

Through command organization

Staff education & training

My command.

From the NACC Groton performance improvement department.

Through command.

Command staff, but then I researched your website prior to your visit here in Groton.

The leadership- recommended course.

Staff education & training

Email

Education & Training

Email

Departmental supervisor

My Chief (HMC (SW/AW/FMF) Crowe.

I am a contact rep and wanted to be more involved.

Email

Command

Told to come

Ordered to attend

Was told I was going

Mandatory training (just kidding)

Email (NACC Newport)

Command

From our command

From the command

Email

## **9. Further comments?**

Need more ideas about how to implement in small facilities

Great job, please keep doing the great job you do!

A wonderful experience! Thank you.

\*I would like to assist you in spreading the word on this needed corporate cultural change. Thanks!

Bar none the BEST customer relations course I've ever had in my 19 years of Navy service.

Although examples of staff driving patients home was a kind gesture; there is no way I would do it or encourage anyone else to do it. God forbid if I was in an accident while driving a patient home (in my car or in their car) & I was found to be liable. I would not risk my home or my finances at any risk. There are lawsuits flying now and unfortunately we have to think of our families well being first. (Continued with a personal story of a situation with a patient)

Mandatory training (just kidding)